

# COVID-19 Flexibility for customers - Update 12 June

We want to offer as much flexibility as possible to your customers impacted by the global health concern of Covid-19.

We have taken the opportunity to update and streamline our policies.

- We now allow up to 2 date changes with fees waived
- We're allowing a name change free of charge
- We've extended the new bookings policy to cover original travel to 30 April 2021.
- For those travelling through 30 September 2020, we're now offering the same guidance regardless of their ticket issue date

## For passengers with flights that are still scheduled to operate

Original Travel Period	Ticket Issue Dates	Rebook Travel Period	Waive?		Refund?	Open Ticket?	Re-Route?
			Change Fee?	Fare Diff?			
01 Mar 20 – 30 Sep 20	Any	12 Jun 2020 - 30 Nov 2020	Y	Y	N	Y	Fare Diff
		01 Dec 2020 - 30 Sep 2022	Y	N	N	Y	Fare Diff
01 Oct 20 – 30 Apr 21	1 Mar 20 - 30 Sep 20	12 Jun 2020 - 30 Sep 2022	Y	N	N	Y	Fare Diff

## For passengers with flights that have been impacted by significant schedule change

			Waive?	Refund		
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Original Travel Perio	Ticket Issue Date	Rebook Travel Period	Change Fee?	Fare Diff?		Open Ticket?	Re-Route?
01 Mar 2020 – 30 Sep 2020	Any	12 Jun 2020 - 30 Nov 2020	Y	Y	If Canx	Y	Fare Diff
		01 Dec 2020 - 30 Sep 2022	Y	N	If Canx	Y	Fare Diff
01 Oct 2020 - 30 Jun 2021	Any	<i>+/- 21 Days of Original Travel</i>	Y	Y	If Canx	Y	Fare Diff
		12 Jun 2020 - 30 Nov 2020	Y	Y	If Canx	Y	Fare Diff
		01 Dec 2020 - 30 Sep 202	Y	N	If Can	Y	Fare Diff

For full details: <https://www.vsflyinghub.com/en/vsbulletin>